

# Medi-Cal Program Guide Letter #614

July 9, 2007

---

**Subject** MEDI-CAL TO HEALTHY FAMILIES (HF) BRIDGING PROGRAM QUESTIONS AND ANSWERS AND PERFORMANCE STANDARDS MONITORING INSTRUCTIONS

---

**Effective Date** January 1<sup>st</sup>, 2007

---

**Reference** ACWDL 07-03 and 07-09

---

**Purpose** The purpose of this letter is to:

- Inform staff of the required actions needed to manually track Bridging performance standards
- Inform staff that the review month for the Bridging performance standards is changed to August 2007, with the report month of November 2007
- Update the program guide to include Bridging monitoring instructions
- Provide clarifications on the Bridging program and Bridging performance standards

---

**Background** The Medi-Cal to Healthy Families Bridging (referred to as “Bridging”) program is for children under age 19 who no longer qualify for zero share of cost (SOC), full-scope Medi-Cal, but who appear to be eligible for HF. The program provides these children with one additional month of zero SOC, full-scope Medi-Cal to give time for the county to transfer the family’s case information with their consent, to HF or to give the family time to apply for HF if they have not given consent.

Medi-Cal Program Guide (MPG) Letter 607 informed staff of the Medi-Cal to Healthy Families Bridging Program Performance Standards established by the California Department of Health Care Services. (DHCS). The standards require that the County report the following measurements for the Bridging program.

1. Ninety percent of the families of these children shall be sent a notice informing them of the HF program within five working days from the determination of the SOC.

---

*Continued on next page*

## Medi-Cal Program Guide Letter #614, Continued

---

### Background (continued)

2. Ninety percent of all annual re-determination (RRR) forms for these children shall be sent to HF within five working days from the SOC determination if the parent has given consent to send this information to HF.
3. Ninety percent of the families with children in the Bridging program who have not provided consent for a HF referral, shall be mailed a Healthy Families Consent Form within five working days of the SOC.

Instructions provided in this letter will allow the County to monitor and report the outcome of the above measures to DHCS.

---

### Review Month

The first review month for the Bridging performance standards is August 2007. The review month of August 2007 means that any cases that consist of a child under 19 who has a redetermination (RV) in August that would result in a share of cost (SOC) for that child on September 1, 2007 is to be reviewed and determined whether the three performance standards have been met. A report on the outcome of the review is due to DHCS by November 30, 2007.

---

### Bridging Performance Daily Log

The format for reporting Bridging performance to the DHCS requires that the County report the number of children under 19 who move from full scope, zero SOC eligibility to a SOC. At this time we do not have a fully automated solution for identifying these children in CalWIN. Therefore, the Bridging Performance Daily log has been developed for this purpose. The Bridging Performance Daily log is attached to the electronic copy of this letter. An example of the log is below:

Daily log			
List all cases that contain children under 19 who went from zero SOC full scope Medi-Cal in August to a SOC in September			
Worker #	Case Name	Case Number	Child's first name

---

*Continued on next page*

## Medi-Cal Program Guide Letter #614, Continued

---

### Bridging Performance Daily Log (continued)

In August, workers are required to manually log all cases with children under 19 who move from zero SOC in August to a SOC in September as follows:

Step	Action
1	Enter your worker number.
2	Write down the case name and number for any child moving from zero SOC in August to a SOC in September.
3	Enter the name of each child that moves from zero SOC full scope Medi-Cal in August to a SOC in September. There may be times when not all children on the case move from zero SOC to a SOC.
4	Submit log to supervisor by the 21 <sup>st</sup> of August.

Supervisors are required to roll up their unit's log by **August 31<sup>st</sup>, 2007** and submit a soft copy of the log to the District's CAS. The CAS shall submit a soft copy of the log for their office to Matthew Kloberdanz in Medi-Cal program by the **September 15<sup>th</sup>, 2007**.

---

### Required Action for Monitoring Performance Standard #1

As stated above, the first measure of the Bridging performance standards requires that ninety percent of the families of children who moved from zero SOC to SOC shall be sent a notice informing them of HF within five working days from the determination of the SOC.

CalWIN is programmed to generate two notices, the SOC Notice of Action (NOA) and the Bridging NOA when a SOC determination is made for a child that qualifies for the Bridging Program. The required HF program language is included in the Bridging NOA.

Currently, the SOC NOA is mailed in batch. However, the Bridging NOA is held in Print Queue because it is missing the SOC amount. It will require the worker to manually enter the missing SOC amount and print the NOA in "Immediate" mode. It is critical that worker execute the steps outlined below to ensure that the Bridging NOA is sent to the client no later than 5 work days from the SOC determination and that a case comment is recorded on the date that the Bridging NOA is sent.

Step	Action
1	Open Client Correspondence and select Search/View for Correspondence in Print Queue
2	Enter case number and click on the <b>Search</b> button

*Continued on next page*

## Medi-Cal Program Guide Letter #614, Continued

**Required Action for Monitoring Performance Standard #1**  
(continued)

Step	Action
3	Select the MC239 – Bridging – SOC correspondence and click the <b>Details</b> button
4	Click on the <b>NOA Variables</b> button at the bottom of the window. The NOA Variables window will open
5	Select the <b>Body Text Variables</b> tab
6	Enter the Share of Cost (SOC) amount in the <b>MC-BUD-Adjusted SOC</b> amount field
7	Save and close the window
8	Print the NOA in Immediate mode
9	Mail the Bridging NOA with the SOC NOA, or no later than 5 working days from the SOC determination
10	Enter a <b>Case Comment</b> that the Bridging NOA was mailed

**Required Action for Monitoring Performance Standard #2**

The second measure of the Bridging performance standards requires that ninety percent of all annual re-determination (RRR) forms for these children shall be sent to HF within five working days from the SOC determination if the parent has given consent to send this information to HF. To monitor this measure, workers are required to:

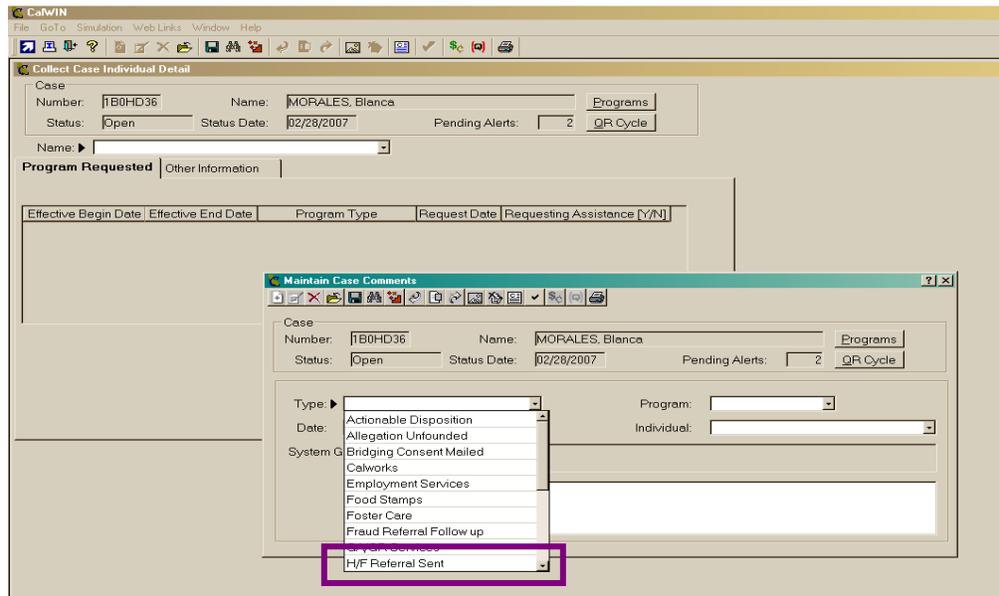
- Review the most current application form (MC 210) or annual re-determination form (MC 210RV) to determine whether the beneficiary has provided consent.
- Indicate whether or not the beneficiary has provided consent to send their information to Healthy Families on the *Healthy Families* tab of the **Collect CHDP-Social Services Request Detail** window.
- If the beneficiary has provided consent to send their information to Healthy Families, take the following actions:

Step	Action
1	Complete a Healthy Families Transmittal form (MC 363)
2	Complete the referral process to Healthy Families within 5 working days of the SOC determination
3	Enter a Case Comment that the Healthy Families referral was completed and the date that it was sent by selecting the case comment type – “H/F Referral Sent.” See below for screenshot.

*Continued on next page*

# Medi-Cal Program Guide Letter #614, Continued

## Required Action for Monitoring Performance Standard #2 (continued)



## Required Action for Monitoring Performance Standard #3

The third measure of the Bridging performance standards requires that ninety percent of the families with children in the Bridging Program who have not provided consent for a HF referral, shall be mailed a Healthy Families Consent Form within five working days of the SOC. To monitor this measure, workers are required to:

- Review the most current application form (MC 210) or annual re-determination form (MC 210RV) to determine whether the beneficiary has provided consent.
- Indicate whether or not the beneficiary has provided consent to send their information to Healthy Families on the *Healthy Families* tab of the **Collect CHDP-Social Services Request Detail** window.
- If the beneficiary has not provided consent to send their information to Healthy Families, take the following actions:

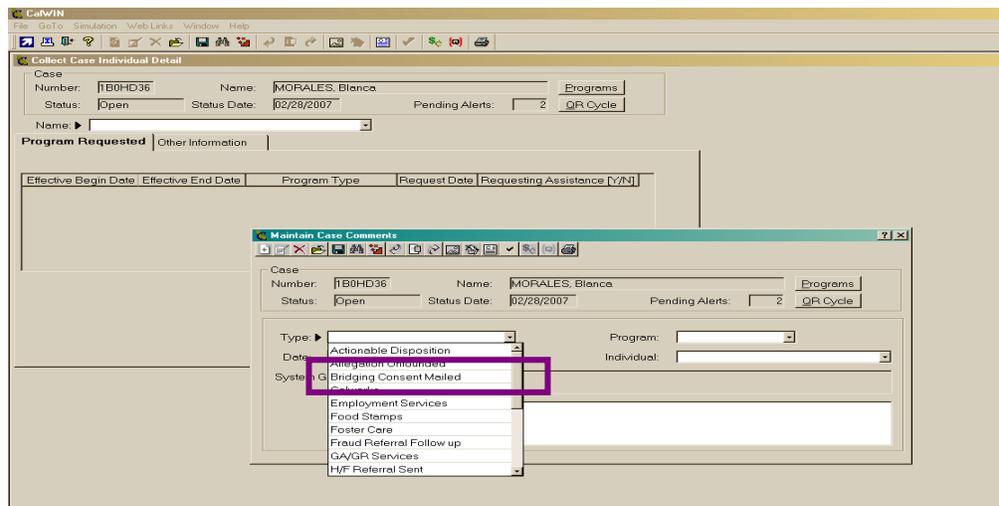
Step	Action
1	Contact the client by phone to request consent
2	<ul style="list-style-type: none"> <li>• If successful in reaching client by phone, enter case comment and complete the referral to HF as usual if consent was given. No other action needed.</li> <li>• If unsuccessful in reaching client by phone, go to Step 3.</li> </ul>

*Continued on next page*

# Medi-Cal Program Guide Letter #614, Continued

**Required Action for Monitoring Performance Standard #3**  
(continued)

Step	Action
3	Mail the Healthy Families Consent Form (TEMP 07-297) with the SOC and Bridging NOAs or within the five working days of the SOC determination.
4	Enter a Case Comment that the consent form was mailed and the date it was sent. Select case comment type, "Bridging Consent Mailed."



**Bridging Q&A** Clarifications on the Bridging program and Bridging performance standards have been added to the MPG as Appendix C to Article 5, Section 8.

**Automation Impact** Workers shall utilize CalWIN Case Comments as stated above, as a means to document the date and actions taken in meeting the Bridging performance standards.

**Forms Impact** None.

**Quality Assurance Impact** Effective with the August 2007 sample month, Quality Assurance will cite with the appropriate error any case that does not follow the requirements of this letter.

*Continued on next page*

## Medi-Cal Program Guide Letter #614, Continued

### Summary of Change

The table below shows the changes that were made to the MPG material.

Article	Change
Article 5, Section 8	<ul style="list-style-type: none"> <li>Added requirement to narrate transmittal to HF and consent process.</li> <li>Added Q&amp;A in new appendix C1.</li> <li>Updated TOC.</li> </ul>
Article 5 TOC	Updated TOC to include Article 5, Section 8, Appendix C and Article 4, Section 16 Appendix H

### Filing Instructions

The table below shows how to file the MPG material.

Action	Pages
Remove	Article 5-8-7 – 5-8-10
Replace	Article 5-8-7 – 5-8-11
Add	Article 5-8-7 appendix C
Remove	Article 5, Section 8 TOC page IV - XIII
Replace	Article 5, Section 8 TOC page IV – XIII
Remove	Main TOC
Replace	Main TOC

### Manager Approval

ORIGINAL SIGNED BY:

Dann Crawford, Assistant Deputy Director  
 Medi-Cal, General Relief, and CAPI Program Administration  
 Strategic Planning & Operational Support Division

MK

### Attachments